

	<b>INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY</b>	
	<b>Chapter 3:</b> Child Abuse Hotline	<b>Effective Date:</b> December 1, 2021
	<b>Section 03:</b> Professional Service Request (PSR)	<b>Version:</b> 4

## POLICY OVERVIEW

A request which does not include allegations of Child Abuse and/or Neglect (CA/N) made to the Indiana Department of Child Services (DCS) Child Abuse Hotline (“Hotline”) from a designated professional is documented as a Professional Service Request (PSR).

## PROCEDURE

The Hotline will create a PSR in the case management system for situations that do not meet legal sufficiency of CA/N. See policy 3.08 Statutory Definition of Child Abuse and/or Neglect for additional information.

PSRs include, but are not limited to:

1. Requests from a court (e.g., request for information in guardianship dissolution), prosecutor, or Law Enforcement Agency (LEA) (e.g., LEA requests immediate assistance when no allegations of CA/N) or a request on behalf of a court, prosecutor, or LEA;
2. Out-of-state child service agency requests (e.g., out-of-state child welfare agency requests DCS to interview a child);

**Note:** This does not include a request through the Interstate Compact on the Placement of Children (ICPC). See policies in Chapter 9: Interstate Compact (ICPC) for additional information.

3. Requests for DCS to complete a courtesy interview; and
4. Safe Haven intake reports.

When creating a PSR, the Hotline Intake Specialist (IS) will:

1. Gather and document as much information as possible about the child’s condition and the family’s concerns;
2. Gather the family’s contact information, if known;
3. Create a PSR in the case management system. The PSR must be completed in the case management system by the end of the worker’s shift; and
4. Route the PSR to the Hotline Intake Supervisor for review and transfer to the DCS Local Office for follow up.

The Hotline Intake Supervisor will review the information contained on the PSR and complete one (1) of the following:

1. Override the IS recommendation of “Professional Service Request”, and assign the report to the appropriate DCS local office for a CA/N assessment if the Hotline Intake Supervisor determines the allegations meet the statutory definition of CA/N. Follow

procedures in policy 3.05 Supervisory Review of Child Abuse and/or Neglect (CA/N) Intake Reports; or

2. Evaluate the information and approve the PSR; and
3. Send the PSR to the queue. See Administrative Letter: Professional Service Request (PSR) for further guidance regarding the DCS local office's handling of a PSR.

**Note:** The review by the Hotline Intake Supervisor may be bypassed on any report at the discretion of DCS management.

## LEGAL REFERENCES

N/A

## RELEVANT INFORMATION

### Definitions

#### Professional Service Request

A Professional Service Request is a request from a designated professional such as LEA, the court, or a prosecutor where there is no allegation of CA/N. This includes a request for information from an out-of-state child service agencies.

### Forms and Tools

- Professional Service Request (PSR) – Available in the case management system

### Related Policies

- [Administrative Letter: Professional Services Request \(PSR\)](#)
- [3.05 Supervisory Review of Child Abuse and/or Neglect \(CA/N\) Intake Reports](#)
- [3.08 Statutory Definition of Child Abuse and/or Neglect](#)
- [Chapter 9: Interstate Compact \(ICPC\)](#)